



November 2006
FLSA: NON-EXEMPT

RECREATION AIDE

DEFINITION

Under general supervision, assists in the planning and coordination of a recreation center/site and related recreation activities; provides responsible customer service to program participants and members; assists Recreation Division staff in special events; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. May exercise technical and functional direction over assigned part-time staff.

CLASS CHARACTERISTICS

This is the entry-level class in the recreation class series responsible for assisting in developing, scheduling and conducting a variety of recreational activities and events for participants at the assigned recreation facility and for performing a wide variety of customer service activities. This classification is distinguished from Recreation Coordinator in that the latter has significant responsibility in either program development, supervisory and/or administrative functions.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assists in the coordination of and participates in the day-to-day operations of assigned recreation center/site; assists in organizing daily events, activities and classes, participating in a variety of program activities.
- Participates in the planning and implementation of recreation activities appropriate for participant age groups in compliance with Federal, State and local laws, regulations, and guidelines.
- Communicates with participants on an on-going basis; assists in producing materials such as weekly/monthly calendars, newsletters, flyers, and/or brochures to inform participants of program activities and upcoming events.
- Performs a variety of customer services functions, including performing initial greetings, answering multi-line phone system and forwarding calls, and checking facility users in and out.
- Assists with registration, including familiarization with new enrollments, accepting and approving new registrations, forwarding inquiries to appropriate individual(s), and checking documentation for completeness.
- Provides specific recreational information to the general public, including explaining recreation center/site rules and regulations to new members/participants and providing directions when necessary.
- Collects money and issues receipts for membership passes, including accounting for all money received.

- Maintains number count of recreation program participants and center/site members, including keeping a monthly tally of membership numbers and entering or updating information into a computer database.
- Maintains responsibility for conference room rental contracts, including setting up appropriate groups with available times, drafting specific contract, collecting fees, and properly recording rental time in specified calendar.
- Opens and closes assigned recreational facility; secures, maintains and cleans facility; prepares program sites and gyms for various programs and activities, including setting up and taking down equipment and prepping rooms.
- Coordinates and participates in a variety of program operations and facility maintenance activities such as cleaning and sanitizing rooms, furniture, play, sports, or pool equipment; cleans windows, dusts, vacuums, and wipes down weight equipment; restocks restrooms.
- Assists with maintenance of records and files on all participants, updating emergency and other pertinent information on a regular and as needed basis.
- Promotes safety and renders first aid as required.
- Assists in compliance with relevant health, safety, and licensing laws and guidelines; maintains and updates all records required by Federal, State and local regulatory agencies.
- May assist in maintaining weight equipment, such as greasing moving parts, wiping down equipment, general safety inspections, repairing broken equipment.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, methods, techniques, procedures and service delivery needs related to the recreation center/site and/or program area(s) to which assigned.
- Applicable Federal, State and local laws, regulations, codes and guidelines related to the program area(s) and facilities to which assigned.
- Safety principles and practices, including basic first aid and health/hygiene.
- Principles and practices of data collection and report preparation.
- Business arithmetic and basic statistical techniques.
- Basic principles of record keeping and cash handling.
- Modern office practices, methods and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Ability to:

- Learn, interpret, apply and explain Federal, State and local policies, procedures, laws and regulations.
- Maintain recreational facilities and equipment in a clean, safe and secure manner.
- Respond to and effectively prioritize multiple phone calls, walk-up traffic and other requests/interruptions.
- Respond to medical emergencies and injuries in a calm and effective manner, including providing basic first aid and/or cardiopulmonary resuscitation.
- Maintain and update a variety of files and records including confidential documentation.
- Compose correspondence and reports from brief instructions.
- Organize maintain, and update office database and records systems.
- Make accurate arithmetic, financial and statistical computations.

- Enter and retrieve data from a computer with sufficient speed and accuracy.
- Understand and carry out both oral and written instructions in an independent and timely manner.
- Organize own work, set priorities and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and one (1) year of work experience in a recreational facility or a closely related program, including providing responsible customer service.

License:

- Valid California class C driver's license with satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office and/or recreational facility setting and use standard office and/or recreation equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate standard office and recreational equipment. Positions in this classification frequently bend, stoop, kneel, reach, climb, and walk on uneven surfaces to participate in recreational activities and basic facility maintenance; and push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees work primarily in an office and/or recreational facilities environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Incumbents may be exposed to blood and body fluids rendering First Aid and CPR and are required to wear appropriate attire for the recreation activity to which they are assigned. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Is required to work various day and evening shifts, as assigned.